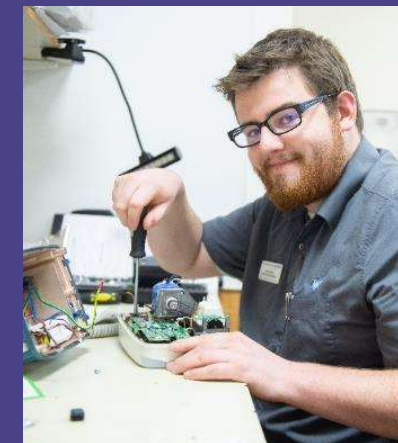


# Hospitals Transformation Programme: Women and Children's Focus Group

12 July 2024



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# Why are we here?



- Where are we in the process?
- Latest developments
- Your feedback
- How can you get involved?
- Questions

**Julia Clarke**, Director of Public Participation

**Tom Jones**, HTP Clinical Lead

**Adam Ellis-Morgan**, Assistant Director for the Hospitals Transformation Programme

**Meinir Williams**, Assistant Director for the Hospitals Transformation Programme

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# A reminder...

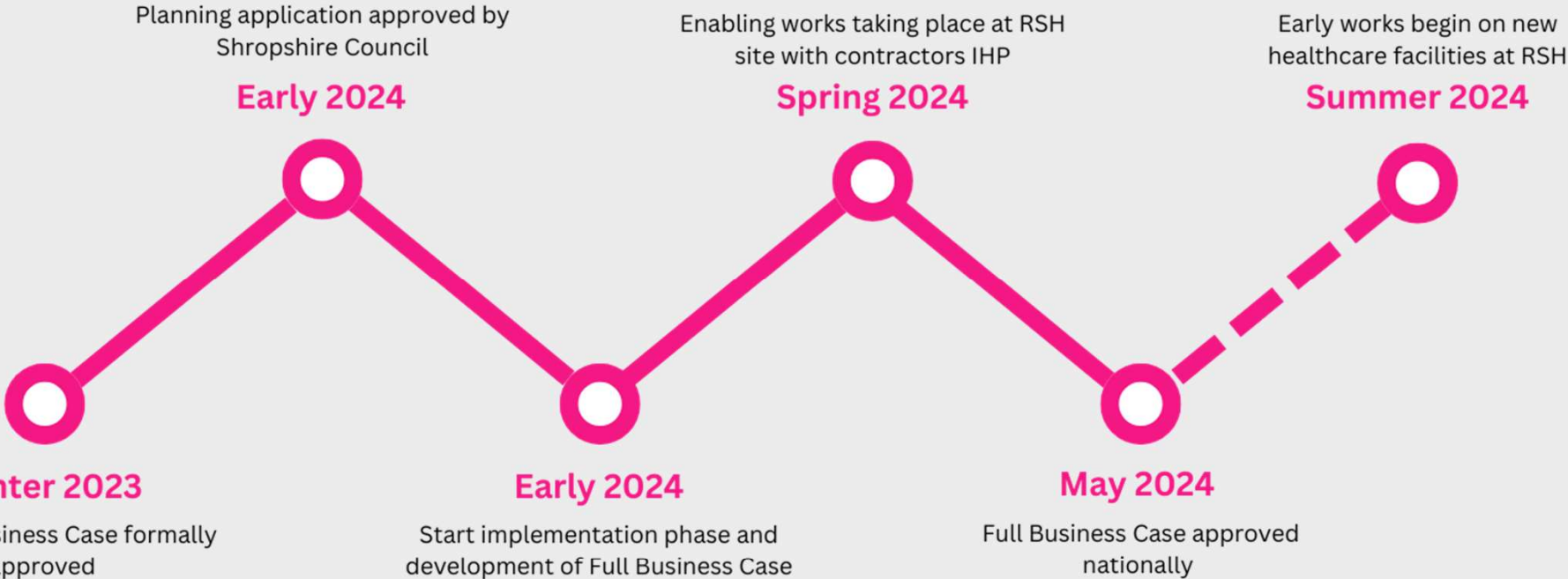


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# Where are we in the process?



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# The clinical model: at both sites....



- ✓ 24 hour urgent care services
- ✓ Midwife led maternity services
- ✓ Outpatient Adult
- ✓ Day case chemotherapy
- ✓ Outpatient Child
- ✓ Frail and elderly care services
- ✓ Diagnostics
- ✓ Diagnostic Endoscopy



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# PRH will become the site specialising in 'Planned Care'



- ✓ Diagnostic endoscopy
- ✓ Vibrant planned care site, planned inpatient surgery with medical and surgical inpatients on a planned pathway of care
- ✓ Adult and child outpatients
- ✓ Day case surgery centre
- ✓ Midwife led unit
- ✓ 24/7 urgent treatment service, which would enable c.65% of patients who would have attended the traditional accident and emergency medicine department to be seen at PRH
- ✓ Dedicated procedure suite for local anaesthetics
- ✓ Enhanced rehab facilities and new therapy led wards
- ✓ Respiratory diagnostic and treatment centre
- ✓ Cancer treatment day unit

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# RSH will become the site specialising in Emergency Care



- ✓ Emergency Department
- ✓ Urgent Treatment Centre
- ✓ Critical Care Unit
- ✓ Consultant-led Maternity Care
- ✓ Children's Inpatient Services
- ✓ Emergency and Trauma Surgery with complex, planned and Children's Surgery
- ✓ Emergency Medicine, including Cardiology, Stroke, Respiratory and Acute Medicine
- ✓ Consultant Neonatal Services
- ✓ Head and Neck Inpatient Services
- ✓ Radiotherapy and inpatient and day Cancer Care and treatment

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# Latest developments



# Where are we in the process?

Working with **lead clinicians** to help design our clinical services

We received national approval of its Full Business Case (FBC), which is the **final stage of approval.**

Continuing to **talk to and engage with our communities** across Shropshire, Telford and Wrekin, and mid Wales

Our plans have been reviewed by leading independent experts who believe our plans are the **best way forward**

Our **enabling works are underway** at Royal Shrewsbury Hospital



# Improvements to Emergency Care



Indicative CGI images of the improved resuscitation unit



Indicative CGI images of the improved acute assessment

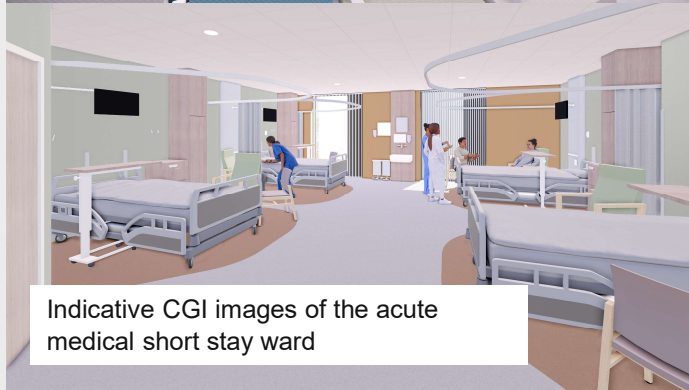
- We currently have two inadequately sized Emergency Departments, with the delivery of key clinical services split across two sites (including critical care), insufficient physical capacity (particularly for planned care services), mixing of planned and unplanned care pathways, and poor clinical adjacencies. Our buildings are aging and do not have the space or flexibility for modern healthcare.
- By locating all our clinical specialties on one site, with an expanded, more modern Emergency Department and new adjacent acute floor, we will improve the care we provide.
- Patients will receive more timely care and earlier review by the relevant specialists. This will reduce the amount of time patients spend in our hospitals and so improve flow through the system.



# Improvements to Emergency Care



Indicative CGI images of the emergency department waiting room



Indicative CGI images of the acute medical short stay ward

Designed to meet future and current needs of the population, the expanded RSH Emergency Department will have:

- Larger and purpose-built Resuscitation bays
- Larger ED bays with improved ventilation and improved clinical adjacencies
- A larger ambulance waiting area with covered canopy to improve patient experience during transfer
- A separate children's emergency medicine footprint, offering modern and purpose-built examination rooms and separate waiting area.



**Faster access to the right care and clinicians**



**Buildings that support modern healthcare practices**



**An improved work environment for our colleagues**

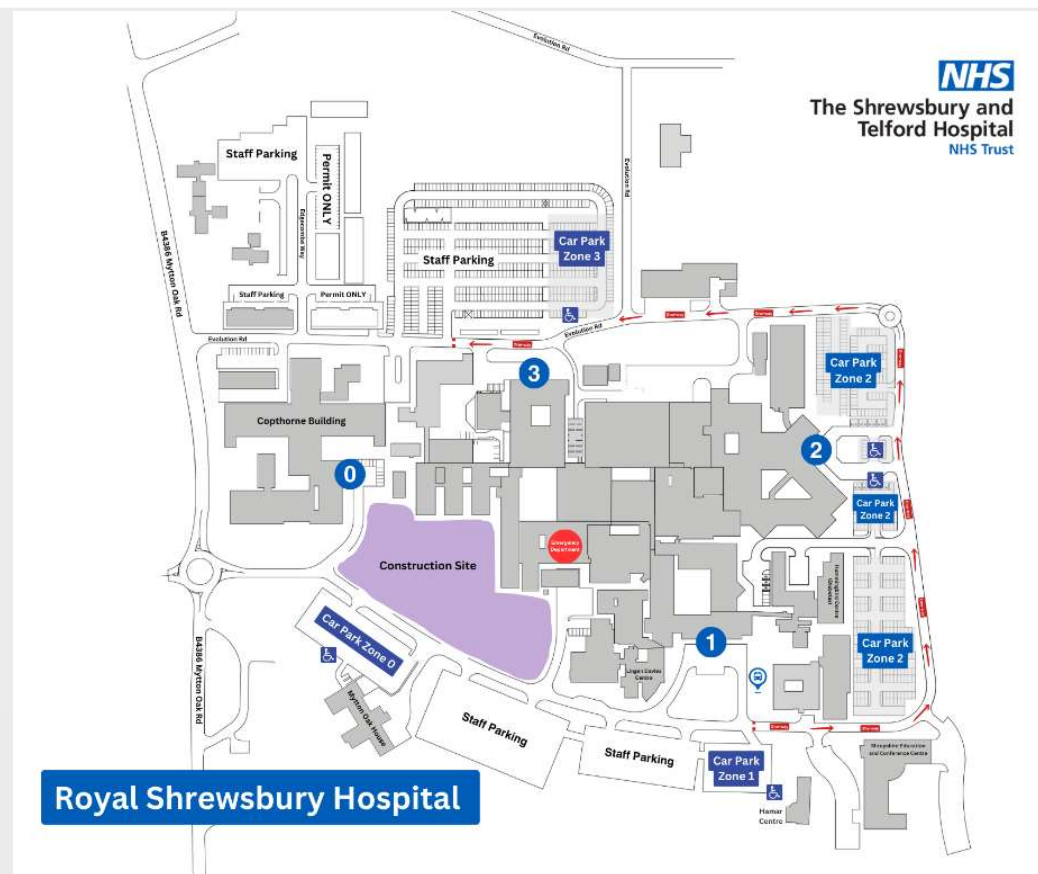


# Construction management plan proposals

As part of the planning permission for the new hospital building at RSH the Trust's Contractor, Integrated Health Projects (IHP), are required to submit a construction management plan.

## Some of the key proposals are as follows;

- The helipad will also move temporarily to the Boiler House recreation ground (off Somerby Drive) during the construction of the main build;
- The introduction of a one-way system after the Ward Block to the junction of Mytton Oak Road and Evolution Road;
- For the duration of the build our current Outpatient Services entrance will be closed, and an alternative entrance will be provided for Outpatient Services.

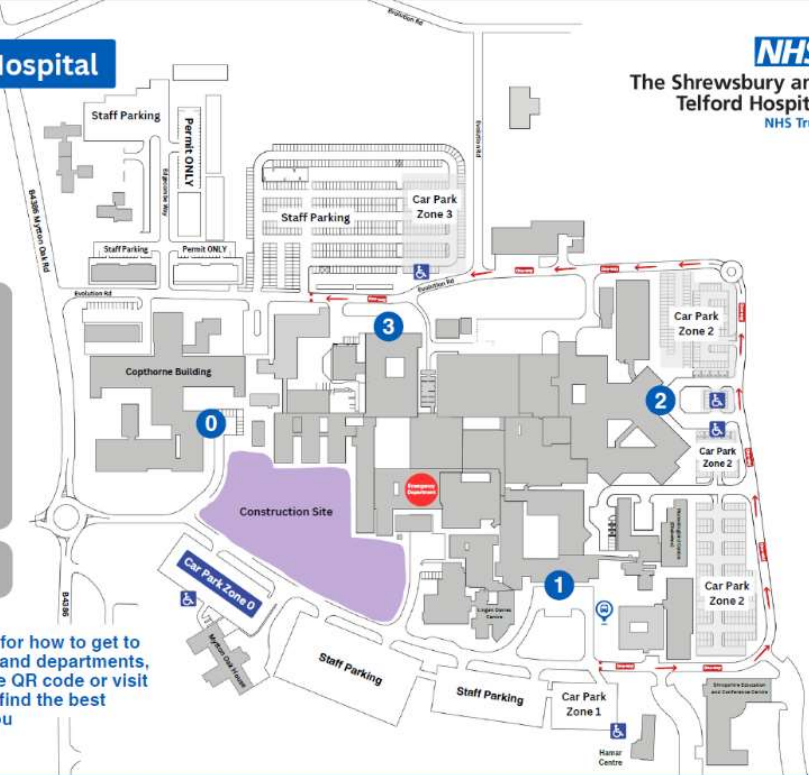


# Wayfinding and signage

- As outlined, there will be some changes to the way our colleagues, patients and visitors access and travel around the RSH site
- We have set up a wayfinding and signage working group, which has had input from external experts, to discuss and develop our plans
- The group has covered both internal routes from the Ward Block, Treatment Centre, and the new entrance on the west side of the hospital. We have numbered these entrances and created a zoning system for the nearest public car parks to help people find the most appropriate entrance for the service they require
- In each car park, there will be large airport style signs, with display boards providing further information
- There will be receptionists at each entrance to help visitors find their way around the site
- As these changes are temporary, and subject to change as the build progresses, we will be directing the public to the website: <https://www.sath.nhs.uk/patients-visitors/getting-to-us/royal-shrewsbury-hospital/> - We will keep this page updated with the latest information and show which entrance and car park is best for each of our services and departments
- Once the changes are in place, we will be gathering feedback from our patients to use for future learning and make improvements as necessary



# Wayfinding and signage



**Royal Shrewsbury Hospital**

**You are in**

**Car Park Zone 0**

**Entrance 0**  
(Copthorne Building)  
This is the best entrance for  
Eye Department  
Ward 35  
Children's Outpatients  
Ward 18

**Mytton Oak House**

If your looking for how to get to other services and departments, please scan the QR code or visit our website to find the best entrance for you

Thank you for your patience and understanding whilst we undertake construction work to improve healthcare facilities

An example display board located in car parks to help patients and visitors navigate around the site.



# Engagement

# Engagement in 2024 so far

January – June 2024



- The map opposite shows the 39 events we have attended in 2024 between January and June 2024, in order to discuss HTP. These meetings are important to reach out to our seldom heard communities, who may not attend Trust meetings.
- In addition, we have attended 23 online events/meetings in this period. Often these meetings cover large geographical areas across Telford & Wrekin, Shropshire and mid Wales.
- Having a range of Trust organised HTP events including focus groups, About Health Events, and informal drop-in style sessions, alongside attendance at a range of external events/meetings support the Trust in engaging with our local communities.



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# Working closely with our communities


- We have been working closely with patients, colleagues, and the public to help inform our plans and designs. Some examples of this are...



We will now have a second Bereavement suite in the designs of the new Women and Children's facilities



Considering 'Calm Spaces' and a sensory room within the new build for visitors with neurodiverse needs




An informational booklet is now available to share with interested members of the public



Front entrance redesign into the new building with two separate entrances following public feedback



A Visual Impairment focus group has been held and focus groups are being planned for the Deaf and Hard of Hearing communities



Ongoing work on wayfinding including Sensory Maps, positioning of signage, naming conventions, and colour coding



# Recent community engagement



Age UK Shrewsbury drop-in session held 15<sup>th</sup> May



Montgomery market drop-in session held 14<sup>th</sup> March



OneVoice community presentation held 26<sup>th</sup> April



Wem market drop-in session held 4<sup>th</sup> April



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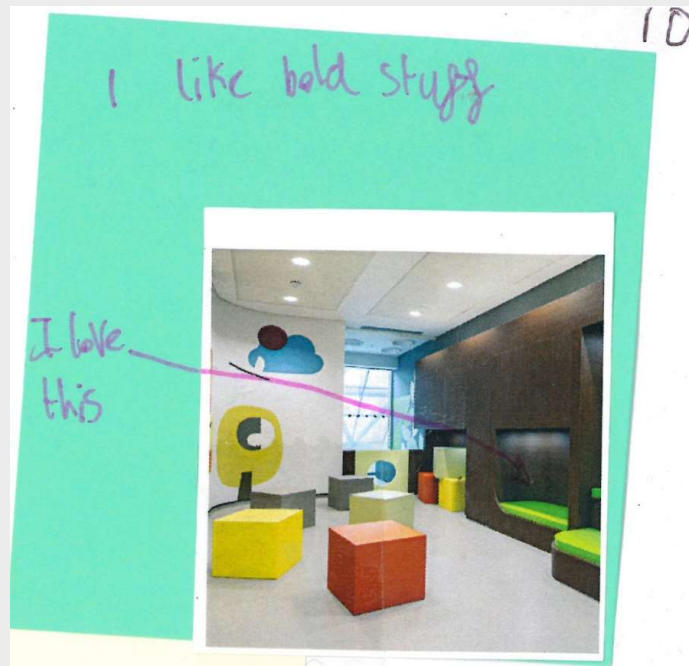
SHORTER WAITING TIMES

# Children & Young People's Focus Groups

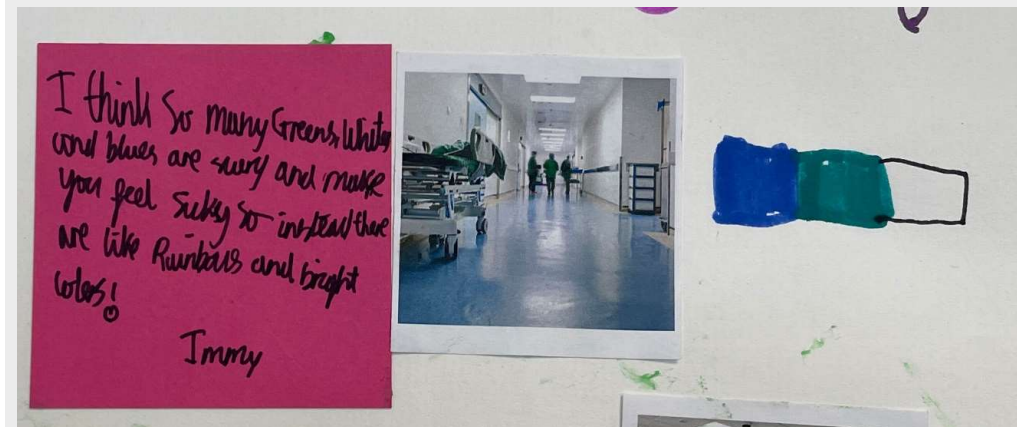
18th May 2024



The younger group didn't hold back telling us what they liked.



Or what they didn't like!



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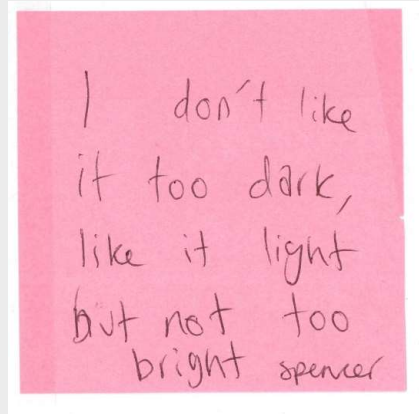
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# Children & Young People's Focus Groups

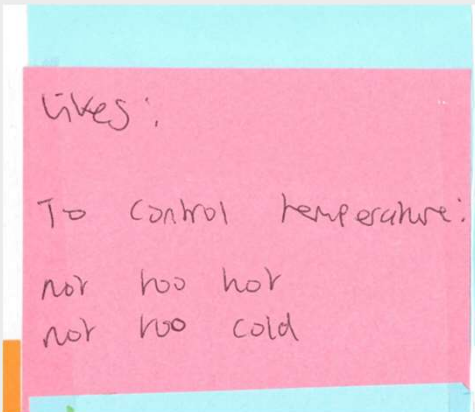
18th May 2024



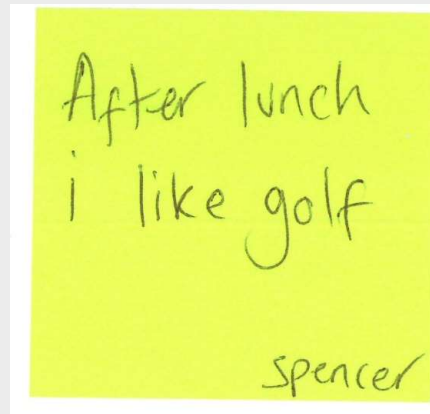
Young adults and children agreed on their need to have more control over their environment in hospital.



This was a surprise! (we took this to mean "likes open green spaces, exercise and time with friends").



We have to listen carefully to young people. They notice subtle things. We have to check where Spencer's lighting comfort zone is and see if other kids agree.



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# Children & Young People's Focus Groups

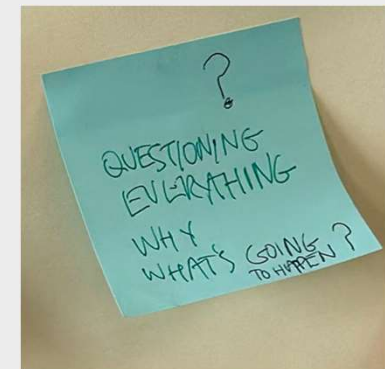
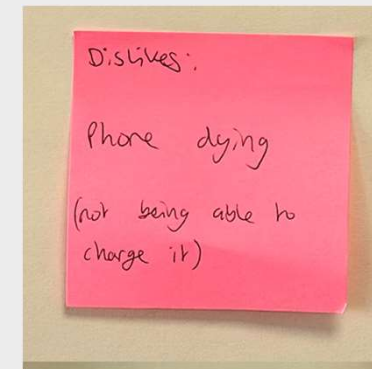
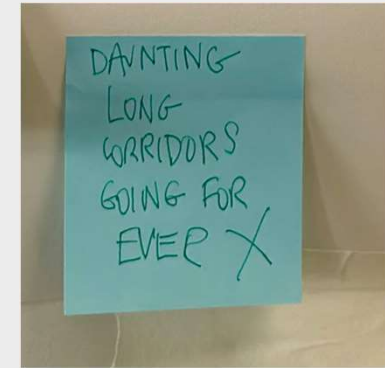
18<sup>th</sup> May 2024



The young adults talked about what made their day better.



And what might make it worse...



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# Children & Young People's Focus Groups

18<sup>th</sup> May 2024



## Our headline thoughts are:

- Look for opportunities to make spaces for children and young adults to have a social life. They miss this in hospital.
- Design spaces for visitors and family members.
- Reflect young people's love of nature, parks and sport.
- Look for opportunities to design places that they can customise and personalise.
- Design things that make long stays for patients feel 'normal' – they feel hospitals are alien and daunting.
- Charger points and music.



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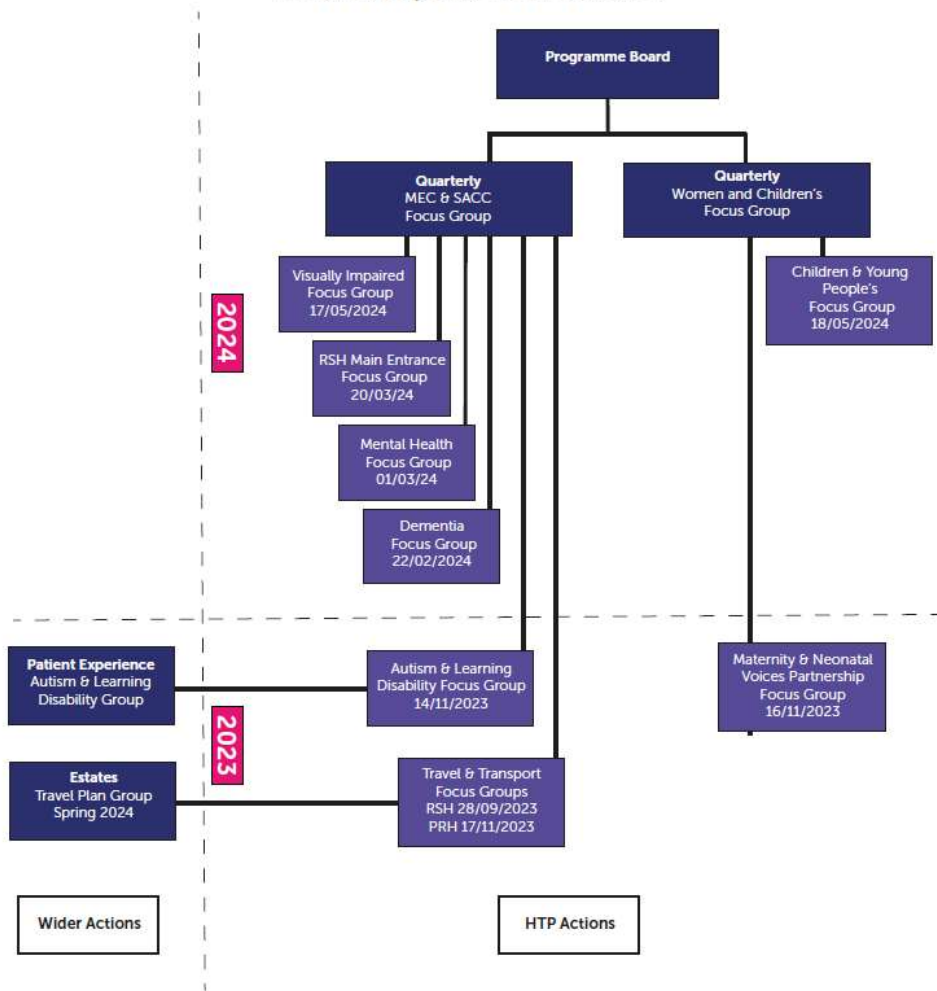


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Focus Group Actions 2023/2024



# Process for focus group actions

- Speciality focus groups are additional sessions on topics that warrant further exploration for the HTP project
- All the speciality focus group actions are fed back into the quarterly focus groups as detailed in opposite diagram

# Actions from previous meetings

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
<b>W&amp;C 5th March 2024</b>						
16	05/03/2024	Chloe Northover to provide images of the new plans from the presentations by the end of April to be placed on a board within the paediatric unit and the atrium.	Chloe Northover	07/06/2024		<b>ONGOING</b>

Action No	Date of meeting	Action	Lead Officer	Timescale/ Deadline	Comment/ Feedback from Lead Officer	Action
<b>W&amp;C 7th December 2023</b>						
15	07/12/2023	(JC) to email (CN) Dianne Lloyd (Acting Deputy Divisional Director of Operations – Clinical Support Services) details, Dianne can liaise with all therapies - Occupational Therapists and include them within the focus groups.	Julia Clarke	14/12/2023	Email sent to Dianne Lloyd 7/12/23 and Mandy Taylor (Acting Therapy Centre Manager) introduced to AHR (Chloe and Gareth)	<b>COMPLETED</b>



# How can you remain involved?



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# Upcoming Public Involvement



We are entering an exciting phase for the programme as we design the detailed patient pathways. We will continue to ramp up engagement and communications, working closely with our local communities, patients and colleagues to ensure we improve the experience for all the communities we serve. **All focus groups have the presentation, Q&As and action logs uploaded onto our website for complete transparency**

If you would like us to attend an existing meeting or join you at an event, please email: [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)

## General engagement sessions

About Health event: HTP (Online), Tuesday  
30 July, 6:30pm – 7:30pm

Ludlow Market, Thursday 8 August, 10am-  
2pm

Oswestry Market, Friday 6 September,  
10am-2pm

## Focus group sessions

MEC&SAC focus group: Tuesday 3  
September, 10:00am – 12:00pm

Armed Forces focus group: September TBC

Deaf / Hard of Hearing focus groups:  
September/October TBC



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# Thank you for joining us...



- We will upload the presentation and Q&As and action logs on our website: [www.sath.nhs.uk](http://www.sath.nhs.uk)
- If you sign up to become a community member [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net) we will keep you updated on how you can get involved and updated on the programme through our monthly update.
- Any further questions, please email: [sath.engagement@nhs.net](mailto:sath.engagement@nhs.net)



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# An update on wayfinding from our Architects



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